
Internal Service Funds



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INTERNAL SERVICE FUND SUMMARY

	FY 2021 Actual	FY 2022 Adopted	FY 2023 Proposed
Revenues			
Use of Money and Property	2,208	3,500	3,500
Charges for Services	95,366,472	117,101,494	116,715,975
Recovered Costs	59,753	63,865	63,865
Other Sources and Transfers In	191	303,000	590,763
Total Revenues	95,428,625	117,471,859	117,374,103

	FY 2021 Actual	FY 2022 Adopted	FY 2023 Proposed
Expenditures			
Personnel Services	3,180,757	4,545,206	4,765,275
Materials, Supplies and Repairs	2,704,406	3,984,947	4,207,181
Contractual Services	83,937,443	108,900,804	108,337,713
Equipment	44,428	40,902	41,668
Debt Service Transfers to CIP	0	0	22,266
Total Expenditures	90,001,815	117,471,859	117,374,103

Note: FY 2021 amounts may not sum to total due to rounding.

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FLEET MANAGEMENT

Cost Recovery Summary

	FY 2020 Actual	FY 2021 Actual	FY 2022 Adopted	FY 2023 Proposed
Use of Money and Property	481	2,208	3,500	3,500
Charges for Services	10,946,922	10,474,496	11,015,437	11,015,437
Recovered Costs	20,306	59,753	63,865	63,865
Other Sources and Transfers In	7,105	191	303,000	590,763
Total	10,974,814	10,536,649	11,385,802	11,673,565

Actual amounts represent collections, not appropriation authority.

Expenditure Summary

	FY 2020 Actual	FY 2021 Actual	FY 2022 Adopted	FY 2023 Proposed
Personnel Services	3,500,884	2,598,840	3,672,809	3,732,262
Materials, Supplies, and Repairs	2,909,004	2,703,495	3,977,947	4,200,181
Contractual Services	3,566,925	4,420,741	3,694,144	3,699,454
Equipment	61,837	44,428	40,902	41,668
Department Specific Appropriation	0	134,782	0	0
Total	10,038,649	9,902,285	11,385,802	11,673,565

			FY 2023 Proposed	
<u>Program Name</u>	<u>Service Objective</u>	<u>Service Level Classification</u>	<u>Dollars</u>	<u>FTEs</u>
Leadership and Support	Efficient and responsive government	Meets Demand - Maintains	522,069	6.0
Cost Allocation for Citywide Services	Efficient and responsive government	Meets Demand - Maintains	147,117	0.0
Fuel Management	Infrastructure and Connectivity	Meets Demand - Maintains	3,634,047	0.0
General Vehicle and Equipment Repair and Services	Infrastructure and Connectivity	Meets Demand - Maintains	6,597,775	39.0
Preventative Maintenance	Efficient and responsive government	Meets Demand - Maintains	505,011	3.0
Service Writing	Efficient and responsive government	Meets Demand - Maintains	267,546	4.0
Total			11,673,565	52.0
Total FY 2022 Adopted			11,122,152	52.0
Change from FY 2022 Adopted			551,413	0.0

FLEET MANAGEMENT

Program: **Leadership and Support**

Adjustments to Baseline Service Level Cost:

	FY 2023	FTE
Support increases for utility rates	3,022	0.0
Technical adjustment to increase funds for anticipated utility rate increases including electricity and natural gas. The city was notified by the Virginia Energy Purchasing Governmental Association (VEPGA) to anticipate an electricity rate increase on average of 30 percent for FY 2023. Natural gas rates are expected to increase at the same rate as electricity. Adjustment includes aligning funds with projected increases, a central fund has been established to support additional cost increases based on utilization.		
Update base program costs	74,762	0.0
Technical adjustment to update program costs for citywide budget actions. Changes include personnel adjustments for approved permanent positions, healthcare enrollment, retirement contributions, and the citywide salary increase effective July 2, 2022. In addition, if applicable, adjustments for annual fleet expenditures based on maintenance and fuel for vehicles used for operations are also included. These are routine adjustments that occur each budget cycle.		
Total	77,784	0.0

Proposed Service Level Changes:

No proposed Service Level changes.

Requested but Not Funded Service Level Changes:

No requested but not funded Service Level change

Expenditure Summary

	FY 2022 Adopted	FY 2023 Proposed
Personnel Services	331,452	405,163
Materials, Supplies, and Repairs	83,576	87,649
Contractual Services	21,020	21,020
Equipment	8,237	8,237
Total	444,285	522,069

Full Time Equivalent (FTE) Summary

	Pay Grade	Minimum	Maximum	FY 2022 Adopted	FTE Change	FY 2023 Proposed
Administrative Analyst	1 13	\$50,243	\$84,924	2.0	0.0	2.0
Administrative Technician	1 07	\$30,878	\$50,389	2.0	0.0	2.0
Fleet Maintenance Manager	1 19	\$76,620	\$124,607	1.0	0.0	1.0
Management Analyst I	1 11	\$42,870	\$69,955	1.0	0.0	1.0
Total				6.0	0.0	6.0

FLEET MANAGEMENT

Program: **Cost Allocation for Citywide Services**

Adjustments to Baseline Service Level Cost:

No adjustments to Baseline Service Level cost.

Proposed Service Level Changes:

No proposed Service Level changes.

Requested but Not Funded Service Level Changes:

No requested but not funded Service Level change

Expenditure Summary

	FY 2022 Adopted	FY 2023 Proposed
Materials, Supplies, and Repairs	147,117	147,117
Total	147,117	147,117

FLEET MANAGEMENT

Program: Fuel Management

The Fuel Management program provides unleaded and diesel fuels to power city equipment and vehicles, and provides repairs to city-owned fuel sites. The program ensures fuel is available for city equipment and vehicles that are used to provide services to the businesses and residents of Norfolk during regular and inclement weather operations. Fuel is also provided to other partner agencies such as Norfolk Public Schools.

Service Objective:

Customers Served:



Residents

Businesses

City Agencies

Tourists/Visitors

Goal Statement:

Mandate	Reliance	Cost Recovery	Population Served	Demand
Discretionary	City is Sole Provider	Yes	Majority of Population Benefits	Meets Demand - Exceeds
Federal/State Mandate			Less than 50% of Population Benefits	Meets Demand - Maintains
City Mandate	Other Entities Provide this Service	No	Less than 10% of Population Benefits	Does Not Meet Demand

Performance Measures

	FY 2020 Actual	FY 2021 Actual	FY 2022 Projection	FY 2023 Proposed	Metric
Fuel services meets contract provisions	Yes	Yes	Yes	Yes	Yes

Adjustments to Baseline Service Level Cost:

	FY 2023	FTE
Increase funds for fuel	219,212	0.0
Technical adjustment to align the funds for vehicle fuel with anticipated utilization.		
Total	219,212	0.0

Proposed Service Level Changes:

No proposed Service Level changes.

Requested but Not Funded Service Level Changes:

No requested but not funded Service Level change

FLEET MANAGEMENT

Program: **Fuel Management**

Expenditure Summary

	FY 2022 Adopted	FY 2023 Proposed
Materials, Supplies, and Repairs	3,414,835	3,634,047
Total	3,414,835	3,634,047

FLEET MANAGEMENT

Program: General Vehicle and Equipment Repair and Services

The General Vehicle, and Equipment Repair and Services program provides parts, labor, and contractor costs to evaluate and repair city equipment and vehicles and encompasses all operational services necessary throughout the lifecycle of each unit to include procurement, replacement, fueling management and disposal. The Preventative Maintenance program provides parts, labor, and contractor costs for planned maintenance that is regularly performed on city equipment and vehicles to increase safety and reliability and lessen the likelihood of equipment failure.

Service Objective:

Customers Served:



Residents

Businesses

City Agencies

Tourists/Visitors

Goal Statement:

Ensure the safety and availability of city vehicles and equipment, and provide all necessary services.

Mandate	Reliance	Cost Recovery	Population Served	Demand
Discretionary	City is Sole Provider	Yes	Majority of Population Benefits	Meets Demand - Exceeds
Federal/State Mandate			Less than 50% of Population Benefits	Meets Demand - Maintains
City Mandate	Other Entities Provide this Service	No	Less than 10% of Population Benefits	Does Not Meet Demand

Performance Measures

	FY 2020 Actual	FY 2021 Actual	FY 2022 Projection	FY 2023 Proposed	Metric
Percent of direct Auto Repair Technician labor hours (New measure for FY 2020)	67	74	76	77	75
Percent of time in which the fleet is operational	95	96	97	95	90

FLEET MANAGEMENT

Program: **General Vehicle and Equipment Repair and Services**

Adjustments to Baseline Service Level Cost:

	FY 2023	FTE
Increase funds for vehicle parts contract	5,310	0.0
Technical adjustment to provide funds for contractual increases in National Automotive Parts Association's (NAPA) management fee. Total costs will increase by \$5,310 from \$354,000 in FY 2022 to \$359,310 in FY 2023.		
Increase funds for asset management system contract	766	0.0
Technical adjustment to support contractual increase in fleet management software support. Each year the support agreement increases between three to five percent. Total costs will increase by \$766 from \$25,546 in FY 2022 to \$26,312 in FY 2023.		
Update base program costs	651,840	0.0
Technical adjustment to update program costs for citywide budget actions. Changes include personnel adjustments for approved permanent positions, healthcare enrollment, retirement contributions, and the citywide salary increase effective July 2, 2022. In addition, if applicable, adjustments for annual fleet expenditures based on maintenance and fuel for vehicles used for operations are also included. These are routine adjustments that occur each budget cycle.		
Total	657,916	0.0

Proposed Service Level Changes:

	FY 2023	FTE
Provide funds for a Commercial Driver's License stipend	70,000	0.0
Provide funds for a Commercial Driver's License (CDL) stipend. Employees that hold a CDL in positions that require a CDL and will receive an annual stipend of \$5,000. Many of the city's important services including refuse collection and street sweeping require CDLs. Competition in the region to recruit and retain has become much more robust.		
Total	70,000	0.0

Requested but Not Funded Service Level Changes:

No requested but not funded Service Level change

Expenditure Summary

	FY 2022 Adopted	FY 2023 Proposed
Personnel Services	1,915,378	2,636,826
Materials, Supplies, and Repairs	263,692	264,084
Contractual Services	3,667,124	3,672,434
Equipment	23,665	24,431
Total	5,869,859	6,597,775

FLEET MANAGEMENT

Program: **General Vehicle and Equipment Repair and Services**

Full Time Equivalent (FTE) Summary

				FY 2022	FTE	FY 2023
	Pay Grade	Minimum	Maximum	Adopted	Change	Proposed
Autobody Repair Mechanic, Senior	1 09	\$36,188	\$59,003	1.0	0.0	1.0
Automotive Operations Manager	1 13	\$50,243	\$84,924	4.0	0.0	4.0
Automotive Repair Technician	1 10	\$39,226	\$63,965	16.0	0.0	16.0
Automotive Repair Technician, Senior	1 12	\$46,583	\$75,967	16.0	0.0	16.0
Operations Manager	1 14	\$54,652	\$90,395	1.0	0.0	1.0
Safety Specialist	1 11	\$42,870	\$69,955	1.0	0.0	1.0
Total				39.0	0.0	39.0

FLEET MANAGEMENT

Program: Preventative Maintenance

The Preventative Maintenance program provides parts, labor, and contractor costs for planned maintenance that is regularly performed on city equipment and vehicles to increase safety and reliability and lessen the likelihood of equipment failure.

Service Objective:

Customers Served:



Residents

Businesses

City Agencies

Tourists/Visitors

Goal Statement:

The goal of the Preventative Maintenance Program is to decrease downtime and increase the safety and reliability of city vehicles and equipment.

Mandate	Reliance	Cost Recovery	Population Served	Demand
Discretionary	City is Sole Provider	Yes	Majority of Population Benefits	Meets Demand - Exceeds
Federal/State Mandate			Less than 50% of Population Benefits	Meets Demand - Maintains
City Mandate	Other Entities Provide this Service	No	Less than 10% of Population Benefits	Does Not Meet Demand

Performance Measures

	FY 2020 Actual	FY 2021 Actual	FY 2022 Projection	FY 2023 Proposed	Metric
City department preventative maintenance compliance rate for equipment and vehicles	79	74	80	82	80

Adjustments to Baseline Service Level Cost:

	FY 2023	FTE
Update base program costs	(520,006)	0.0
Technical adjustment to update program costs for citywide budget actions. Changes include personnel adjustments for approved permanent positions, healthcare enrollment, retirement contributions, and the citywide salary increase effective July 2, 2022. In addition, if applicable, adjustments for annual fleet expenditures based on maintenance and fuel for vehicles used for operations are also included. These are routine adjustments that occur each budget cycle.		
Total	(520,006)	0.0

FLEET MANAGEMENT

Program: **Preventative Maintenance**

Proposed Service Level Changes:

	FY 2023	FTE
Provide funds for a Commercial Driver's License stipend	45,000	0.0
Provide funds for a Commercial Driver's License (CDL) stipend. Employees that hold a CDL in positions that require a CDL and will receive an annual stipend of \$5,000. Many of the city's important services including refuse collection and street sweeping require CDLs. Competition in the region to recruit and retain has become much more robust.		
Total	45,000	0.0

Requested but Not Funded Service Level Changes:

No requested but not funded Service Level change

Expenditure Summary

	FY 2022 Adopted	FY 2023 Proposed
Personnel Services	898,125	423,119
Materials, Supplies, and Repairs	66,892	66,892
Contractual Services	6,000	6,000
Equipment	9,000	9,000
Total	980,017	505,011

Full Time Equivalent (FTE) Summary

	Pay Grade	Minimum	Maximum	FY 2022 Adopted	FTE Change	FY 2023 Proposed
Automotive Operations Manager	1 13	\$50,243	\$84,924	1.0	0.0	1.0
Automotive Repair Technician	1 10	\$39,226	\$63,965	1.0	0.0	1.0
Automotive Repair Technician, Senior	1 12	\$46,583	\$75,967	1.0	0.0	1.0
Total				3.0	0.0	3.0

FLEET MANAGEMENT

Program: Service Writing

The Service Writing program provides customer service at Fleet Management when vehicles and equipment need servicing or repairs by: determining customer needs; documenting vehicle status; preparing work orders; cutting keys; and contacting clients to pick up vehicles after repairs are completed.

Service Objective:

Customers Served:



Residents

Businesses

City Agencies

Tourists/Visitors

Goal Statement:

Perform quality customer service and assists both internal and external customers as it relates throughout the work order process.

Mandate	Reliance	Cost Recovery	Population Served	Demand
Discretionary	City is Sole Provider	Yes	Majority of Population Benefits	Meets Demand - Exceeds
Federal/State Mandate			Less than 50% of Population Benefits	Meets Demand - Maintains
City Mandate	Other Entities Provide this Service	No	Less than 10% of Population Benefits	Does Not Meet Demand

Performance Measures

	FY 2020 Actual	FY 2021 Actual	FY 2022 Projection	FY 2023 Proposed	Metric
Percent of maintenance performed that was scheduled	57	55	54	60	60

Adjustments to Baseline Service Level Cost:

	FY 2023	FTE
Update base program costs	1,507	0.0
Technical adjustment to update program costs for citywide budget actions. Changes include personnel adjustments for approved permanent positions, healthcare enrollment, retirement contributions, and the citywide salary increase effective July 2, 2022. In addition, if applicable, adjustments for annual fleet expenditures based on maintenance and fuel for vehicles used for operations are also included. These are routine adjustments that occur each budget cycle.		
Total	1,507	0.0

Proposed Service Level Changes:

No proposed Service Level changes.

Requested but Not Funded Service Level Changes:

No requested but not funded Service Level change

FLEET MANAGEMENT

Program: **Service Writing**

Expenditure Summary

	FY 2022 Adopted	FY 2023 Proposed
Personnel Services	265,647	267,154
Materials, Supplies, and Repairs	392	392
Total	266,039	267,546

Full Time Equivalent (FTE) Summary

	Pay Grade	Minimum	Maximum	FY 2022 Adopted	FTE Change	FY 2023 Proposed
Automotive Service Attendant	1 08	\$33,413	\$54,488	3.0	0.0	3.0
Fleet Coordinator	1 11	\$42,870	\$69,955	1.0	0.0	1.0
Total				4.0	0.0	4.0

NORFOLK HEALTHCARE CONSORTIUM

Cost Recovery Summary

	FY 2020 Actual	FY 2021 Actual	FY 2022 Adopted	FY 2023 Proposed
Charges for Services	89,318,971	84,891,976	106,086,057	105,700,538
Total	89,318,971	84,891,976	106,086,057	105,700,538

Expenditure Summary

	FY 2020 Actual	FY 2021 Actual	FY 2022 Adopted	FY 2023 Proposed
Personnel Services	147,542	581,917	872,397	1,033,013
Materials, Supplies, and Repairs	0	911	7,000	7,000
Contractual Services	88,978,090	79,516,702	105,206,660	104,638,259
Debt Service/Transfers to CIP	0	0	0	22,266
Total	89,125,632	80,099,530	106,086,057	105,700,538

			FY 2023 Proposed	
<u>Program Name</u>	<u>Service Objective</u>	<u>Service Level Classification</u>	<u>Dollars</u>	<u>FTEs</u>
Leadership and Support	Community support and well-being	Meets Demand - Maintains	1,073,279	13.0
Benefits Administration	Community support and well-being	Meets Demand - Maintains	104,627,259	0.0
Total			105,700,538	13.0
Total FY 2022 Adopted			106,086,057	8.0
Change from FY 2022 Adopted			(385,519)	5.0

NORFOLK HEALTHCARE CONSORTIUM

Program: **Leadership and Support**

Adjustments to Baseline Service Level Cost:

	FY 2023	FTE
Adjust debt service expenditures	22,266	0.0
Technical adjustment to support annual debt service payments related to pension obligation bonds.		
Update base program costs	(77,488)	1.0
Technical adjustment to update program costs for citywide budget actions. Changes include the addition of a Benefits Specialist position. Other actions include adjustments for healthcare enrollment, retirement contributions, and the citywide salary increase effective July 2, 2022. In addition, if applicable, adjustments for annual fleet expenditures based on maintenance and fuel for vehicles used for operations are also included. These are routine adjustments that occur each budget cycle.		
Total	(55,222)	1.0

Proposed Service Level Changes:

	FY 2023	FTE
Provide additional staffing for Benefits Administration	130,744	2.0
Provide funds to create Programmer Analyst IV and V positions in the Benefits Administration program. The Norfolk Healthcare Consortium has to work through programming three separate benefit software programs to support each organization any time changes are made to the available plans for employees. These positions will be responsible for coding and programming of changes related to the three separate benefit software programs.		
Provide administrative support	53,680	1.0
Provide funds for a new Benefits Program Supervisor position. This position will support scheduling, vendor payments and tracking, and various financial and budgeting tasks allowing the director to focus more on strategic and managerial tasks.		
Expand the Employee Wellness program	53,680	1.0
Provide funds for a new Multimedia Communications Specialist II position. This position will support the needed outreach and communication with employees on the initiatives and benefits of the expanded wellness program.		
Total	238,104	4.0

Requested but Not Funded Service Level Changes:

No requested but not funded Service Level change

Expenditure Summary

	FY 2022 Adopted	FY 2023 Proposed
Personnel Services	872,397	1,033,013
Personnel Services	0	0
Materials, Supplies, and Repairs	7,000	7,000
Contractual Services	11,000	11,000
Contractual Services	0	0
Debt Service/Transfers to CIP	0	22,266
Total	890,397	1,073,279

NORFOLK HEALTHCARE CONSORTIUM

Program: **Leadership and Support**

Full Time Equivalent (FTE) Summary

	Pay Grade	Minimum	Maximum	FY 2022 Adopted	FTE Change	FY 2023 Proposed
Benefit Programs Supervisor	1 13	\$50,243	\$84,924	0.0	1.0	1.0
Benefits Specialist (HR only)	1 11	\$42,870	\$69,955	2.0	1.0	3.0
City Wellness Coordinator	1 13	\$50,243	\$84,924	1.0	0.0	1.0
Executive Director of Norfolk Healthcare Consortiu	1 24	\$99,446	\$170,515	1.0	0.0	1.0
Human Resources Benefits Manager	1 17	\$67,512	\$110,179	1.0	0.0	1.0
Management Analyst II	1 13	\$50,243	\$84,924	1.0	0.0	1.0
Management Analyst III	1 14	\$54,652	\$90,395	1.0	0.0	1.0
Multimedia Communications Specialist II	1 13	\$50,243	\$84,924	0.0	1.0	1.0
Multimedia Communications Specialist III	1 15	\$59,164	\$96,734	1.0	0.0	1.0
Programmer/Analyst IV	1 15	\$59,164	\$96,734	0.0	1.0	1.0
Programmer/Analyst V	1 16	\$63,193	\$103,030	0.0	1.0	1.0
Total				8.0	5.0	13.0

NORFOLK HEALTHCARE CONSORTIUM

Program: **Benefits Administration**

The Benefit's Administration Program provides health insurance to employees of the Norfolk Consortium, which include: City of Norfolk, Norfolk Public Schools (NPS), and Norfolk Redevelopment and Housing Authority (NRHA). Benefits offered to employees and their families include medical, pharmacy, vision, dental, wellness, flexible spending accounts, legal resources, identity theft protection, optional life insurance, and employee assistance programs (EAP).

Service Objective:

Customers Served:



Residents

Businesses

City Agencies

Tourists/Visitors

Goal Statement:

Provide health insurance to employees of the Norfolk Consortium.

Mandate	Reliance	Cost Recovery	Population Served	Demand
Discretionary	City is Sole Provider	Yes	Majority of Population Benefits	Meets Demand - Exceeds
Federal/State Mandate			Less than 50% of Population Benefits	Meets Demand - Maintains
City Mandate	Other Entities Provide this Service	No	Less than 10% of Population Benefits	Does Not Meet Demand

Adjustments to Baseline Service Level Cost:

	FY 2023	FTE
Adjust expenditures for Norfolk Healthcare Consortium	(568,401)	0.0
Technical adjustment for healthcare costs in FY 2022 based on enrollment and updated expenditure projections. Benefit plans are offered on a calendar year basis, referred to as "plan year," with revenue and expenditure estimates converted to the fiscal year equivalent. Plan year 2023 healthcare premiums are expected to increase by six percent, equivalent to the baseline inflationary rate for healthcare costs.		
Total	(568,401)	0.0

Proposed Service Level Changes:

No proposed Service Level changes.

Requested but Not Funded Service Level Changes:

No requested but not funded Service Level change

Expenditure Summary

	FY 2022 Adopted	FY 2023 Proposed
Contractual Services	105,195,660	104,627,259
Total	105,195,660	104,627,259